

BEFORE  
THE PUBLIC SERVICE COMMISSION OF  
SOUTH CAROLINA  
DOCKET NO. 91-236-C - ORDER NO. 91-592 ✓  
JULY 5, 1991

IN RE: Patricia A. Hayes,	)	
	)	
Complainant,	)	
	)	
v.	)	ORDER
	)	
Southern Bell Telephone &	)	
Telegraph Company,	)	
	)	
Respondent.	)	
	)	

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On April 26, 1991, Patricia A. Hayes (the Complainant) requested a hearing before the Public Service Commission of South Carolina (the Commission) concerning a complaint against Southern Bell Telephone & Telegraph Company (Southern Bell). The Complaint concerns the quality of telecommunications service provided to the Complainant by Southern Bell. Specifically, Mrs. Hayes complains that between 1989 and the present, she has had repeated troubles with her telephone service. They have included: (a) noise and static; (b) cannot call out - primarily problems dialing long distance; (c) no dial tone; (d) cannot be called - calling party receives a busy signal on line, or a recording that her number has been disconnected; and (e) cannot be called - bell rings and no one is on the line.

A hearing was held before this Commission on June 25, 1991. Mrs. Hayes testified to the above-captioned problems. The Company presented the testimony of Mr. D. Gerrald Turner, Assistant Manager - installation and maintenance, for Southern Bell in Mrs. Hayes' area. The Commission Staff presented the testimony of Oscar E. Coates, Jr., Utilities Field Representative. He concluded that the type of problems experienced by Mrs. Hayes are intermittent. Southern Bell has been unable to duplicate the problems in its testings, therefore, the cause of the problem cannot be discovered. Mr. Coates testified that Southern Bell had expended substantial resources in its attempt to correct Mrs. Hayes service problems. It was his opinion that Southern Bell has made a reasonable effort to resolve Mrs. Hayes' complaint.

Mr. Turner testified that he and other repair personnel had been dispatched on Mrs. Hayes' problems numerous times. On two occasions the Company found legitimate troubles. On April 2, 1990, a shorted load coil was found and corrected. On June 28, 1990, a cut buried service wire was repaired. The other reports by Mrs. Hayes were found either okay or tested okay. In addition, however, due to the nature of Mrs. Hayes complaints, Southern Bell took the following steps in order to remedy the problems experienced by Mrs. Hayes: (a) the cable pair serving Mrs. Hayes has been changed at least twice; (b) a new drop has been buried to the house; (c) the inside wiring has been replaced; (d) a loaner telephone set was left with Mrs. Hayes for approximately one month; (e) the office equipment, the line card, and the heat coils in the central office

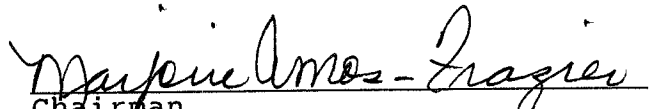
have been changed; (f) Mr. Turner has visited Mrs. Hayes on at least six occasions; (g) the Transmission Staff Manager worked with the local transmission supervisor to check all outside plant facilities, including the inside wiring and telephone sets. Everything checked okay; (h) the maintenance engineer checked the central office for any problems associated with the line, including diagnostic tests. No problems were found; (i) the cable to the X-Box to the house was replaced with jelly cable; (j) numerous test calls have been placed to Mrs. Hayes number (586-9988) with no failures; (k) Southern Bell provided Mrs. Hayes with a trace; (l) the Commission Staff intervened and attempted to help resolve Mrs. Hayes' problems; (m) Southern Bell personnel checked the Clio central office to ensure all patches were current. No problems were found; (n) all closed trouble reports in Clio for the previous sixty-five days prior to December 18, 1990, were pulled and reviewed to see if any other customers were experiencing the same problem. There were no reports from other customers indicating that they were having this type of problem; (o) although Mrs. Hayes reported that her mother-in-law was having a similar problem, test calls were successfully completed to the mother-in-law.

This Commission is very sympathetic with Mrs. Hayes' plight and believes that Mrs. Hayes' indeed may have a problem and has had a problem in the past with her telephone service. However, this Commission also believes that Southern Bell has made all reasonable attempts to resolve Mrs. Hayes' problem. In fact, the Company has done more than it could reasonably be expected to do.

IT IS THEREFORE ORDERED:

1. That the complaint of Patricia A. Hayes is dismissed.
2. That the Company shall continue to provide adequate telecommunications service to Ms. Hayes' residence and is not relieved of its duty to continue to attempt to resolve any service problems experienced by Ms. Hayes.
3. That this Order shall remain in full force and effect until further Order of this Commission.

BY ORDER OF THE COMMISSION:

  
Chairman

ATTEST:

  
Executive Director

(SEAL)